Qtech Queueing System Pte Ltd Sophisticated Queue Management System With Colorful Graphical Statistical Reports

Qtech professional queue management system provides useful information to the management with regards to the peak time interval, waiting time, transaction time, productivity and efficiency.

General

The queue management system comprises of, but not limited to the following:

1. Main Displays
2. Counter Displays
3. Thermal Ticket Dispenser with lock-up feature
4. Keypads
5. Queue management software and interface equipment
6. PC with the minimum specification as follows:
   A. OS windows 7 Professional.
   B. One serial communication port as COM 1.
   C. i5 Processor.
   D. 4GB of RAM memory or above.
   E. 500GB of Hard Disk or above.
   F. LCD Monitor.
   G. Keyboard.
   H. Mouse.

The unique Qtech Queue Management System provides the flexibility to upgrade the entire queue management system to the availability of the latest technologies and to add counter peripherals such as counter displays and keypads in the event of expansion of the operation in the future.

In the event of power failure, the queue management system stored the last queue number issued and upon the resumption of power, the system automatically issues the next sequential queue number from the moment it stopped issuing during the interruption of the power failure.
THERMAL TICKET DISPENSER

The unique feature of Qtech thermal ticket dispenser is the lock-up feature. It is able to be fitted with up to 6 push buttons. Each push button represents a service being provided to the customers.

Dimensions: 22.5 cm (L) X 14.5 cm (W) X 16.5 cm (H)

The lock-up feature allows the user to replace the thermal paper roll easily and there is no room for mis-handling by unauthorized personnel upon locking up.

A queue ticket is issued the moment the push button is pressed by a customer. Different series of queue numbers for different services are issued by the ticket dispenser.

Customized messages can be printed on the queue ticket with the usual name of organization, category of service, current queue number, date and time of issuing.

No ink cartridge is required and the printing and issuing of queue ticket is less than 2 seconds. It can be programmed to issue 1 ply, 2 ply or 3 ply similar queue number tickets and it provides a half-cut feature to prevent the issued queue ticket from falling.

Features:

- High quality thermal printer that can print on plain fax paper roll. No need of cartridge ink.
- High speed printing at a speed approximately 120 mm/second.
- Low noise thermal printing.
- High reliability due to a stable mechanism.
- Characters can be scaled up to 64 times as large as the standard size.
- Bar code printing is possible by using a bar code command.
- Printing bar code can either be in vertical (fench) or horizontal (ladder) direction.
- An auto-cutter is standard.
- The printer allows easy maintenance for tasks such as head cleaning.
- Thermal paper roll can be purchased from the supplier in your area. Maximum size 79mm x 76mm.
MAIN DISPLAY

These display panels are manufactured in different configurations according to the customer’s requirements. A “Main Display” panel shows both the queue numbers and its respective counter number. It can be produced as a multiple or single tier display and the height of the segment of the LED (Light Emitting Diode) is provided either in 3” or 4”.

Features

- Anti-glare Perspex cover.
- Supplied with super bright LEDs in bold & italicized, 7 segment layouts with a digit size of 103 mm (H) x 60 mm (W).
- Anodized aluminum finished casing which comes in aluminum or black color.
- A built-in buzzer / chime which emit a sound together with the blinking of the LED display to attract immediate attention.
- The buzzer sound is of high pitch but low noise so as to attract attention of the customers and yet at the same time does not cause disturbance to customers while waiting.
- Queue numbers appear at the main display either in random or in sequence.
CENTRALIZED DISPLAY

These display panels are manufactured in different configurations according to the customer’s requirements. A “Centralized Display” panel shows the electronic queue number with respect to each room number in static form. It can be a multiple or single tier display.

MAIN FEATURES

- Anti-glare Perspex cover.
- Supplied with super bright LEDs in bold & italicized, 7 segmented layouts with a digit size of 103mm (H) x 60mm (W).
- Anodized aluminum finished casing which comes in black color:
- A built-in buzzer/ chime which emit a sound together with the blinking of the LED display to attract immediate attention.
- As the ‘Q’ number is flashed on the display, it blinks 8 times while the buzzer / chime are activated for about 2 seconds.
COUNTER DISPLAY

The display panel is manufactured in different configurations according to the user’s requirements.

The panel of the Counter Display solely shows the queue number. It is usually mounted above the respective counter or room.

Features

- Anti-glare Perspex cover.
- Supplied with super bright LEDs in bold & italicized, 7 segment layouts with a digit size of 103 mm (H) x 60 mm (W).
- Anodized aluminum finished casing.
- A built-in buzzer/ chime which emit a sound with the blinking of the LED display simultaneously to attract immediate attention of customers.
- The buzzer sound is of high pitch but low noise.

PHYSICAL KEYPAD

Dimensions: 12.5 cm (L) X 903 cm (B) X 3.3 cm (H)

The keypad is placed at the counter to facilitate the calling of the queue number by the counter staff. The queue number can be called in a sequential or random manner via pressing the “NEXTQ” or “ENTER” button respectively.

The intelligent keypad is able to perform the following functions:

- Toggle to another queue number series
- Transfer queue number to other series
- Transfer current queue number to other counter
- Check the number of customers who are still waiting
- Call for assistance from the supervisor
VIRTUAL KEYPAD V3 VERSION

The virtual keypad provides significant information to the user as shown above. The ease and flexibility in operating the virtual keypad allow the counter staff to serve the customers efficiently and effectively. At their fingertips, the user is able to derive a great deal of useful information which appears on the screen.

The counter staff calls for the queue number in a sequential manner via the mouse in clicking the “NEXTQ” button and the queue number which is being served is reflected on the screen as shown. In the event the user would like to call for a specific queue number, he/she simply enters the specific queue number followed by the “Enter” button.

The virtual keypad provides the option for the user to transfer queue number to other counter and to toggle to other queue number series. In the event there is customer’s complaint, the counter staff is able to trace the specific queue number and track down the event which warrants attention.
QUEUE MANAGEMENT SOFTWARE

Qtech professional statistical reports provide useful overall information with regards to the provision of customer service, level of productivity of staff and the analysis of peak time intervals.

Qtech professional queue management software captures important variables such as average waiting time, average transaction time, transactions being served within target time (set by management), the longest transaction and at which time it occurred.

In addition, the exact individual queue ticket number taken is reflected against the particular name of the counter staff within each time block so as to provide useful feedback to management.

Qtech colorful graphical statistical reports can be generated easily for any defined period which the user would like to print. A “calendar month” appears on the screen which allows the user to select the defined period by keying the first and the last date.

In summary, the Qtech professional queue management system is user friendly, effective, efficient and it assists management to achieve organizational objectives.

The advantages of the queue management software are as follows:

- Keeps track and forecast the flow of customers.
- Tracing a customer's complaint so that service recovery can be carried out.
- Optimal utilization of staff resources.
- Optimizing customers’ relationships.
- Constant monitoring of the performance of the staff.
- Enhances productivity and morale of the staff as operation is streamlined i.e. more efficient and effective.
- Counter can be configured to any service and the system allows the transfer of queue number to other services or counters.
- Data are constantly back-up, in the event of power failure or computer failure, the system resumes automatically in issuing the next sequential queue number once power is restored.
- Generation of statistical reports on a daily, weekly, monthly or periodical basis to facilitate top management's decision-making process.
Integrated Touch Screen Panel

SMS Feature Integrated With Touch Screen Panel

Qtech professional SMS integrated queue management system provides timely alert to be sent to customers via SMS while they are in the queue.

- The customer presses the button for the respective service he/she selects on the touch-screen LCD monitor as shown.

- Next, a new screen appears as shown which provides a choice to customer whether he/she would like to be notified via SMS.

- In the event the customer would like to be notified via SMS, he/she presses the “Yes” button on the touch-screen panel as shown above, the following screen appears.

- The customer enters the respective mobile number and the thermal ticket dispenser issues a queue number ticket. The customer takes the queue number ticket and proceeds to the waiting area.

- In the event the customer does not want to be notified by SMS, he presses “No” on the touch-screen LCD panel and thermal ticket dispenser generates a queue number ticket directly. The customer proceeds to the waiting area.

- The SMS software/module automatically monitors the status of the queue for the respective queue number which is to be notified by SMS.

- The parameter settings and the text for the SMS notification can be adjusted to suit the requirement of the customer. The following example shows the text which appears on the queue number ticket.

- Please be informed that you are currently in the 5th position in the queue (Now serving Q Number 1105). Please proceed to the waiting area.
Integrated Touch Screen Panel

Would you like to be notified via SMS?

Yes  No

Please type your mobile number and press ENTER key.

Mobile Number:

0  1  2  3
4  5  6
7  8  9
Backspace  0  Clear
Home  ENTER
In the event the customer would like to be notified via SMS, he/she presses the “Yes” button on the touch-screen panel as shown above, the following screen appears:

**SMS Feature:**

The customer enters the respective mobile number and the thermal ticket dispenser issues a queue number ticket. The customer takes the queue number ticket and proceeds to the waiting area.

In the event the customer does not want to be notified by SMS, he presses “No” on the touch-screen LCD panel and thermal ticket dispenser generates a queue number ticket directly. The customer proceeds to the waiting area.

The SMS software/module automatically monitors the status of the queue for the respective queue number which is to be notified by SMS. The parameter settings and the text for the SMS notification can be adjusted to suit the requirement of the customer. The following example shows the text which appears on the queue number ticket.

**“Please be informed that you are currently in the 5th position in the queue (Now serving Q Number 1105). Please proceed to the waiting area.”**

The advantages of a sophisticated SMS integrated queue management system are:

- Customers are not inconvenient as they have the liberty to shop around and not restricted to the waiting area. The SMS integrated queue management system is suitable for customers whose waiting area is small and big number of customers coming into the premises. It is also suitable for customers who have a number of items in showcases so that customers are able to move around to view the exhibited items.
- In the event if the queue ticket is lost, the queue number which is allocated to the customer via SMS can be used as a replacement which results in provision of efficient and effective customer service.
- The SMS integrated feature upholds the corporate image of the customer.
Welcome to Student Finance & Collection

- Payment - Full Time Student Course Fees
  Full Time Diploma and Foundation Programme Students

- Payment - Others

- Financial Matters Enquiries - Full Time Student
  Full Time Diploma and Foundation Programme Students

- Submission of Financial Forms - Full Time Student
  Full Time Diploma and Foundation Programme Students

Please select one of the following options:

- Laptop
  Hardware / Software / Network / Other related service

- Desktop
  Hardware / Software / Network / Other related service

- Mobile Device / Tablet
  Hardware / Software / Network / Other related service

This is a touch screen monitor
The LCD TV integrated queue management system is similar to the comprehensive Qtech professional queue management system which provides colorful graphical statistical reports except that the queue number and counter number are displayed on a LCD TV.

The sophistication of the integrated system is easily configured in which the queue number, counter number and TV programmers can be shown simultaneously on the LCD TV. The system also facilitates the integration with Cable TV in displaying programmers based on subscription basis.

**FULL SCREEN ON LCD TV:**
Qtech KPI on Android Mobile:

The Qtech KPI is the state of the art application which constantly reflects real-time services summary KPI and can be easily installed on android mobile by the Administrator / Manager / Supervisor.

The administrator can view each service with respect to the number of customers waiting, waiting time for the next customer and the total number of counters opened.
Customer Feedback Management System:

**Customer Feedback Device Integrated Counter Display**

**Customer Feedback Device** is placed on the counter and displays the queue number with respect to the counter number when the counter staffs call for the queue number via the keypad. Next, the customer approaches the respective counter upon seeing the queue number on the customer feedback device. The Customer Feedback Device changes the screen after 30 seconds from Screen 1 to Screen 2 as shown while the customer is waiting for the transaction to be processed. Customer Feedback Device shows 4 icons which represent the evaluation of the customer service at “Excellent”, “Good”, “Satisfactory” and “Unsatisfactory”. At the end of the transaction, the customer selects and presses one of the icons as shown and the feedback is sent wirelessly to the queue management system which generates reports reflecting the level of customer feedback, “Average Waiting Time,” “Average Transaction Time” and other important information. Customized scrolling message is displayed at the base of the Customer Feedback Device and can be easily altered by the user.
Appointment System

Appointment calendar and online booking system that allows clients to book appointments with you.

Time slots

Time Slots Booking Calendar allows you to configure both default and custom time slot length and rate for each day. Use the Time & Price page to add regular time slot length for each workday and the Custom tab to customize work time.

Group appointments

Time Slots Booking Calendar is a great booking system for reserving group appointments because of its multi booking functionality. You can allow multiple bookings per slot by inserting a number greater than 1 in the bookings per slot field.
Work time management

You can manage working hours, booking slot length.

Admin Layout:

Booking management
Add, edit and delete bookings, manage client details, work schedule and appointments through the calendar script’s admin.
Admin Layout:

Notifications and reminders
You can set up email and SMS notifications to both clients personalize notifications by using the available tokens.

Images Front end display: